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DEPT. OF HEALTH AND HUMAN SERVICES

Independent Provider Toolkit for the Tellus Electronic Visit Verification (EVV) System

A step-by-step guide for using the Tellus Administrator Console, Mobile Application, and Claims Console for Medicaid providers, as well as other helpful EVV information.
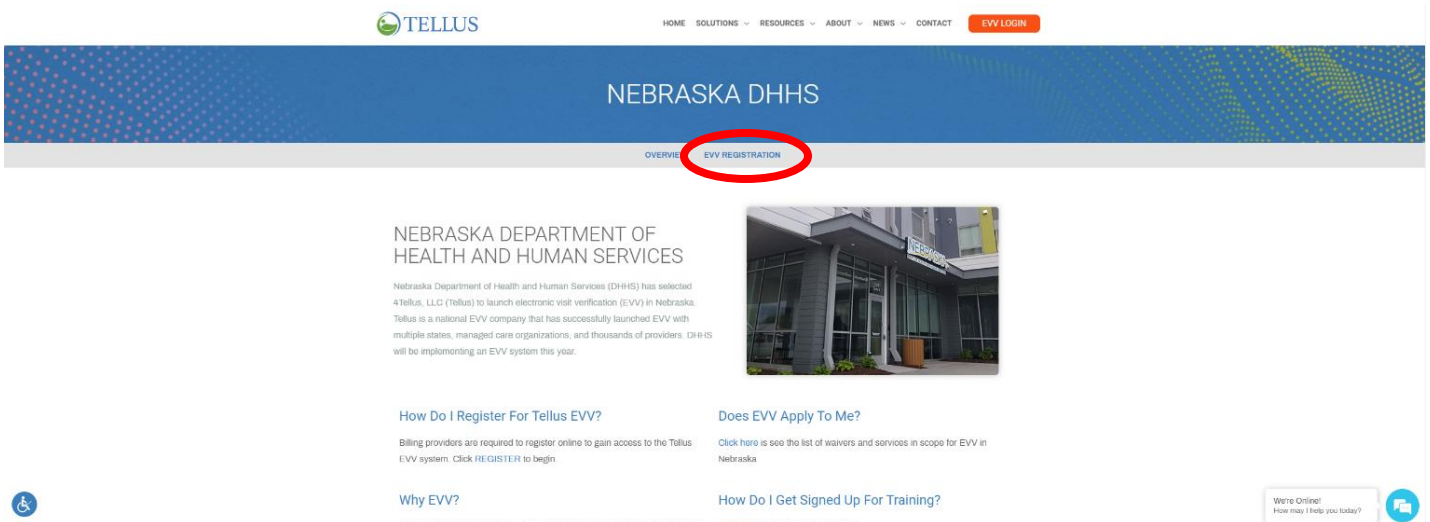
Rev. 02/02/2021

TELLUS

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Section 1: Registering for Tellus

You must register for Tellus using your computer <u>before</u> you can proceed with using the Tellus system on both your computer and through the mobile application. To register:

1. Go to https://4tellus.com/ne-dhhs
2. Click on EVV Registration:

3. Complete the information in the EVV Self-Registration box:

- If you are unsure of your Medicaid/Org ID number to complete the payer provider ID# box, look at your paper service authorization and it's the number identified to the right of the words: PROVIDER ID.

  Note: If you have more than one Medicaid Provider ID number, you will need to do one of the following:
  - If you have more than 1 provider number and you bill to both, you will need to register separately for each one. If you use the same Email address when registering for both, you will have 1 account that you can toggle between the 2 providers
  - If you have more than 1 provider number and you bill to both, you will need to register separately for each one. If you use different Email address when registering for both, you will have 2 accounts. You would actually have to log in to the account you were doing services for and then log out and log into the other account when you do services. You would most likely have 2 different usernames.
    - I believe that you can contact Tellus and ask them to combine the accounts to you can have 1 login and just toggle between
  - If you have more than 1 provider number but you only bill to 1. That is the number that you will need to use for registering.

4. You will then see a screen to enter your information. Enter your information as it appears on your Medicaid Provider Agreement (this is the same information you entered in Maximus). You must provide your email address as this is where Tellus will send your Username and Temporary Password.
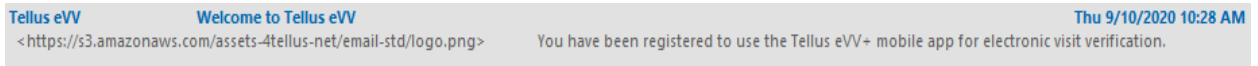

5. Now that you have submitted your information to Tellus through the above registration steps, Tellus will email you an invitation/link that will have your Username and

Temporary Password. You may need to check your spam folder for the email, but the email subject line will look like this:

Tellus eVV	Welcome to Tellus eVV	Thu 9/10/2020 10:28 AM
<https://s3.amazonaws.com/assets-4tellus-net/email-std/logo.png>	You have been registered to use the Tellus eVV+ mobile app for electronic visit verification.	

You have 36 hours to activate your account, from the time the email is sent until the invitation expires. If the invitation expires, you will have to call the Tellus customer service center to request a new email. **The first time you login, you will set your Permanent Password**. Be sure to save your username and password for future reference in a safe and confidential way.

There are two different "roles" that you will be assigned:

(1)   **Admin role**, where you will schedule your visits and submit billing. This Admin role is accessible through a computer. Think of this as what you need to do to operate your business and complete necessary paperwork.

(2)   **Caregiver/Provider role**, where you will clock in and out when providing services. The Caregiver/Provider role is accessible through your smart phone or tablet, while using the Tellus EVV+ mobile app. Think of this as what to do when providing the care.

Section 2: Using the Admin Console of Tellus (Computer based)

1. Go to https://4tellus.com
   ***It is recommended to use Google Chrome or Microsoft Edge for your web browser when using the Admin Console**
2. Click **EVV LOGIN** in the upper right-hand corner:
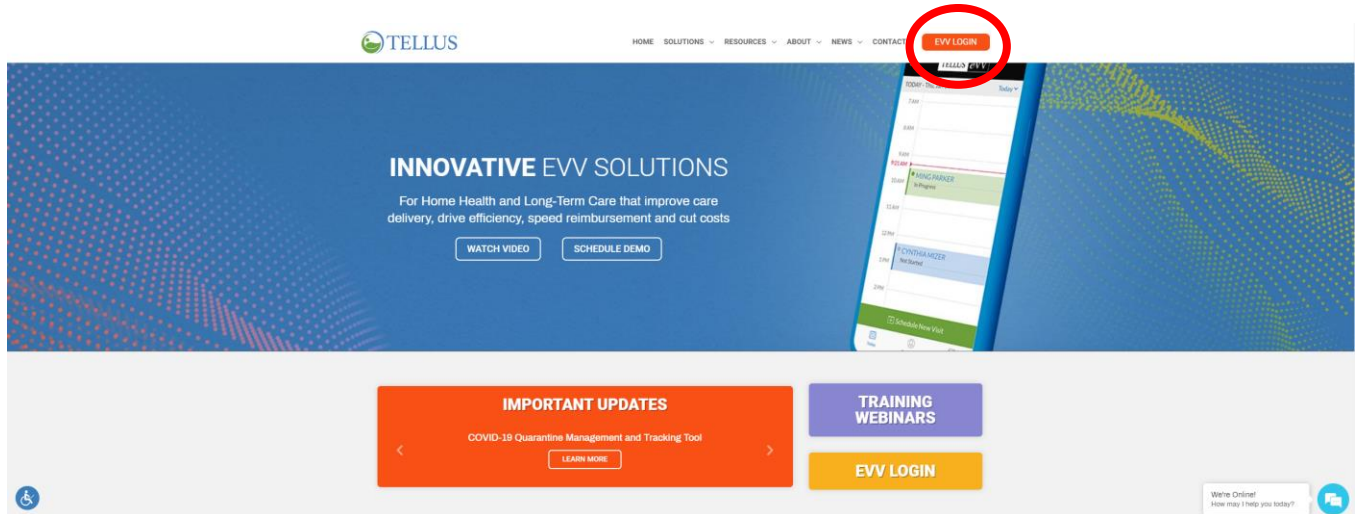
3. The Tellus EVV login box opens and you will **enter your Username and Password** that you set up during registration and click **Login**:
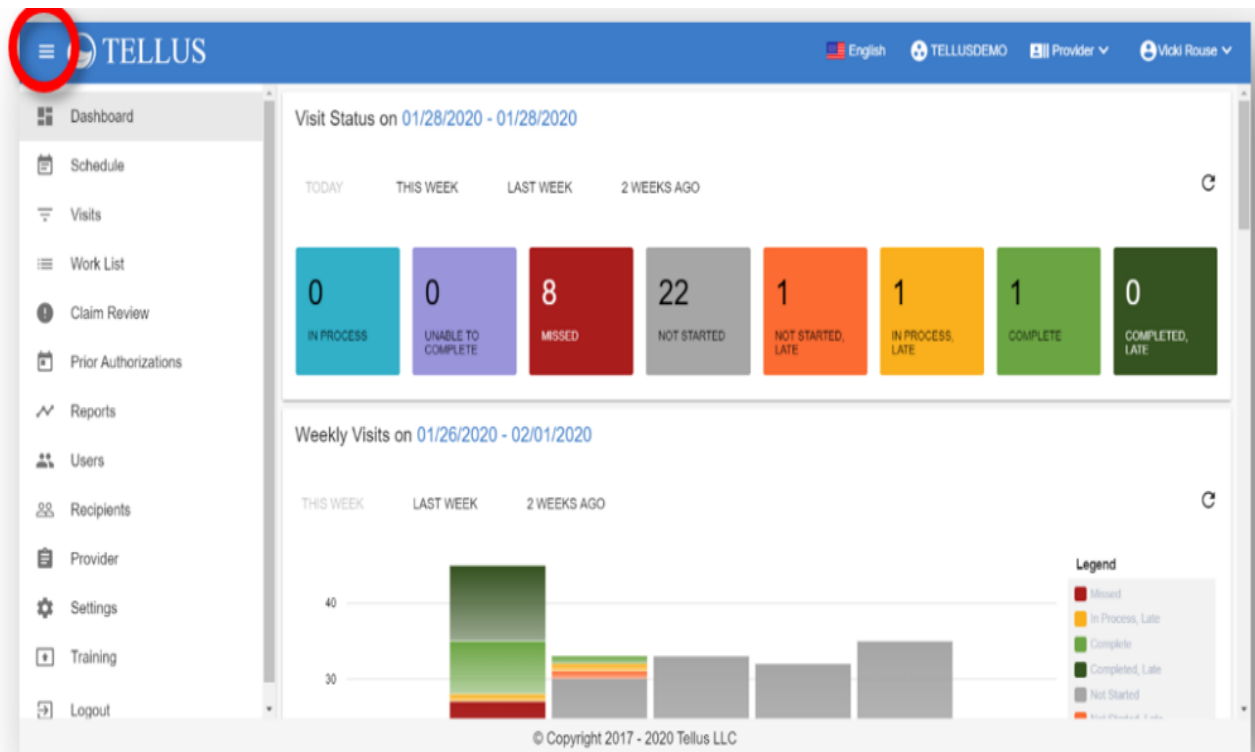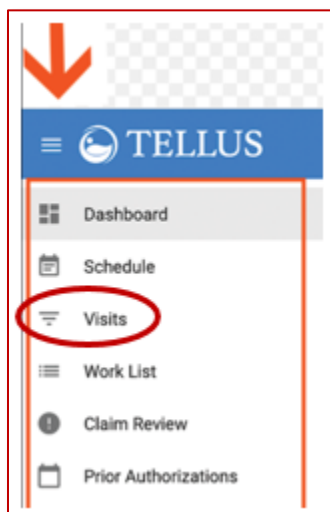

*Note: If you forgot your password, click **Forgot Password**. You will receive an email with a temporary link that will allow you to log in and change your password.*

4. You will now see the EVV DASHBOARD VIEW where you access your different options by clicking on the **Main Menu** icon in the top left-hand corner:

5. You can schedule your visits with participants you have Service Authorizations for by clicking on **Visits or Schedule:**

6. Click the "add visit" icon (**plus sign**) circled at the top right hand corner:

7. Complete each numbered section in the "Add new visit" section:

- **When it asks for the diagnosis code in section 1 when entering the participant information, you will always use R69**.

- **Information on how to read the prior authorizations in section 2 is on the next page**.

- **If the visit is starting or ending somewhere other than participant's home, edit the address is section 4 to where the visit is actually beginning or ending so you don't get an error message saying you aren't at the scheduled location of the visit**.

- **In section 5, the visit must be a minimum of 15 minutes**. You can clock in up to 2 hours before or after the scheduled start time without receiving an error.

- **If you have a regular schedule, consider selecting "Repeat" in section 6**. This will allow you to schedule the information you entered in the previous sections on more than one day.

8. Be sure to press **SAVE** at the end. Now you can click **Schedule** under the main menu, and you will see the visit(s) that you have scheduled between yourself and your participant.

9. You can now schedule additional visits for this participant or additional participants, following the same steps you used above.

How to read the prior authorization/service authorization in Tellus:

Authorized Service: PERSONAL ASSISTANCE SERVICE
Service Code: 00004475

Authorized Clients

Authorized Period: 11-28-2020 through 11-28-2020

Authorized Units:
23.00 Quarter Hours

Authorized Rate:
2.400 per Quarter Hour effective 11-28-2020

Authorized Period: 11-29-2020 through 12-31-2021

Authorized Units:
9120.00 Quarter Hours

Authorized Rate:
2.400 per Quarter Hour effective 11-29-2020

Client ID#

Authorization #
199

RED=the service code and service that the participant is approved for.

YELLOW=the dates that the previous authorization covered.

BROWN=the dates that the current authorization covers.

GREEN=authorization number.

You will always select the authorization that covers the dates that you are scheduling your visits for (usually the last authorization listed).

Section 3: Using the Tellus Caregiver Mobile App (Using your Smart phone or Tablet after you have registered and used the Admin Portal)

1. Download the Tellus mobile app from the Google Play or Apple store on your smart phone or tablet.

 Google Play store

 Apple app store
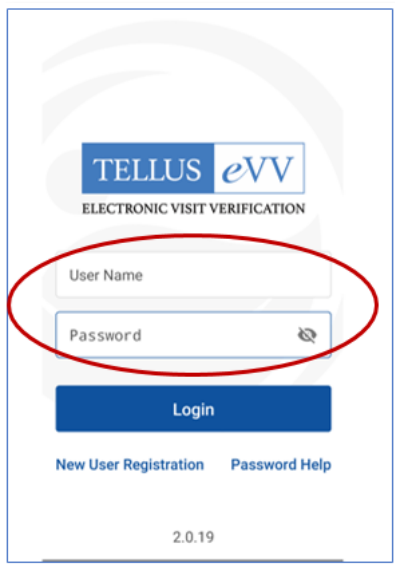
Search for **TellusEVV+**:

 Tellus Mobile app

There are two Tellus apps available. **Make sure you select the one with a "+" sign at the end.** If you select the wrong app, it won't work for Nebraska providers.

2. After installing the app, open it and use the same username and password that you used for the Admin console:

- Make sure you mark YES to allow the Tellus EVV+ app to access your locations via GPS
- You will be asked to set a PIN or use fingerprint scanning to access the app easily while you are working.
- You can only schedule a visit in the Tellus EVV+ app if you have previously scheduled a visit with that participant and authorization in the Admin portal (computer based).

3. On the **Home Page**, tap the visit you want to start. The **Start Visit** page will open and tap "Start Visit." You have now clocked in, and can set down your phone and focus on providing care to your participant.
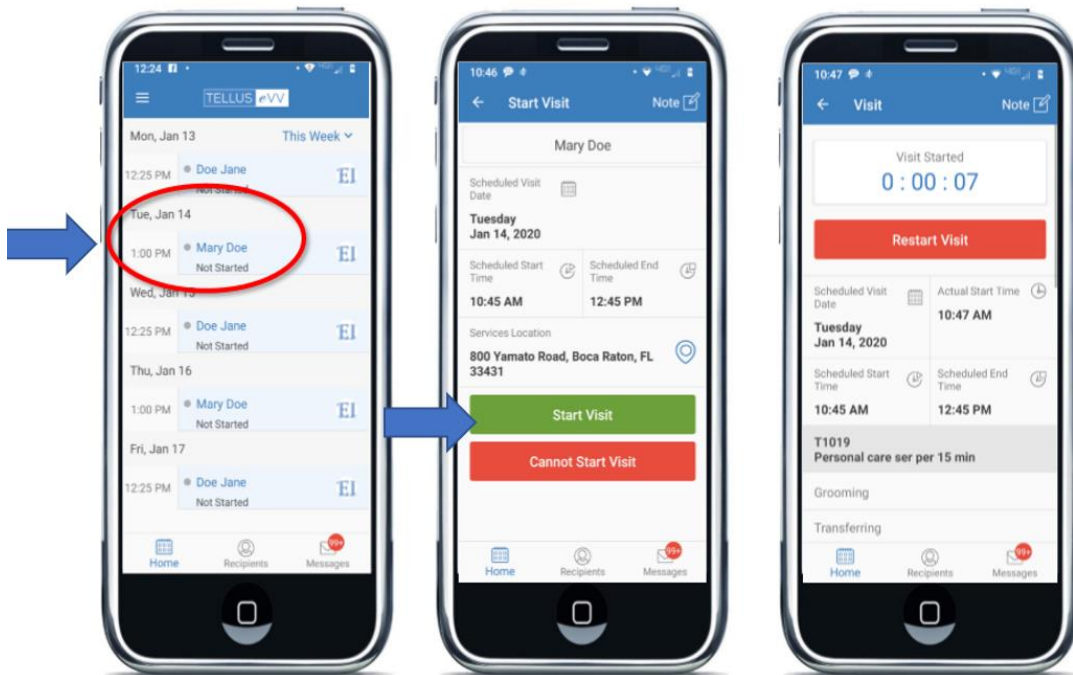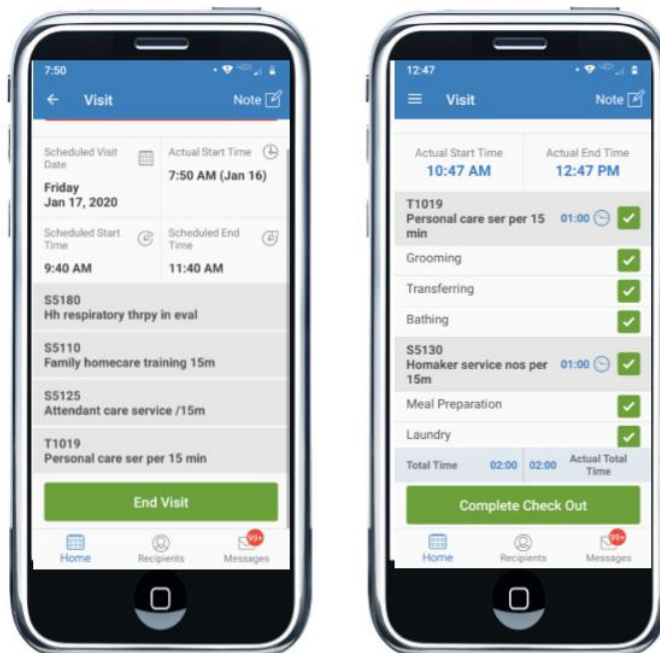

4. When you are ready to clock out, scroll all the way down and tap "End Visit." A list of all authorized tasks will appear with all authorized tasks already checked. **Un-check** any tasks that you did not do during that visit. Tap "Complete Check Out" to start the clock out process.

5. You will then be directed to a signature screen. You will need to select the role of the person who will sign in the recipient box (the recipient is the participant/client). This is where the participant or their available representative will sign. If you select anything besides recipient, you will have to select the reason that the recipient is unable to sign. PAS providers who are also the guardian of the participant will need to consult with their resource development (RD) worker regarding second signature requirements.
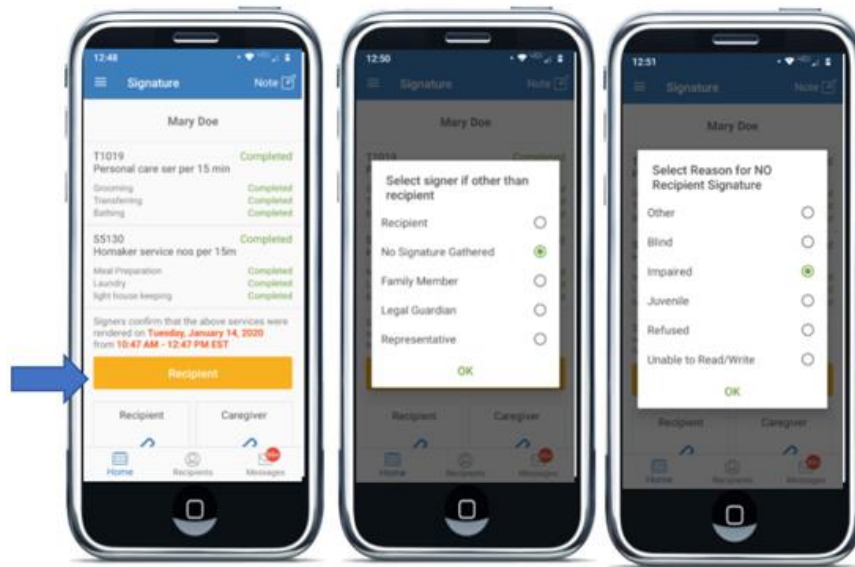

6. The recipient/approved signer will then sign the box with their finger or a stylus pen, and tap complete. The provider signs in the caregiver box. Tap complete. A box will appear indicating that the visit is complete and successfully verified. You are now clocked out.

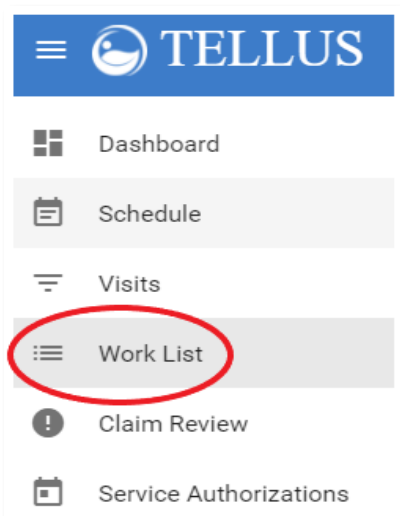# Section 4: Submitting Claims in the Admin Console of Tellus (Computer Based)

1. Login to the Tellus EVV Admin Console (https://4tellus.com) on a computer using the same username and password that you used previously.

2. You will see the EVV DASHBOARD VIEW. Click on the main menu:
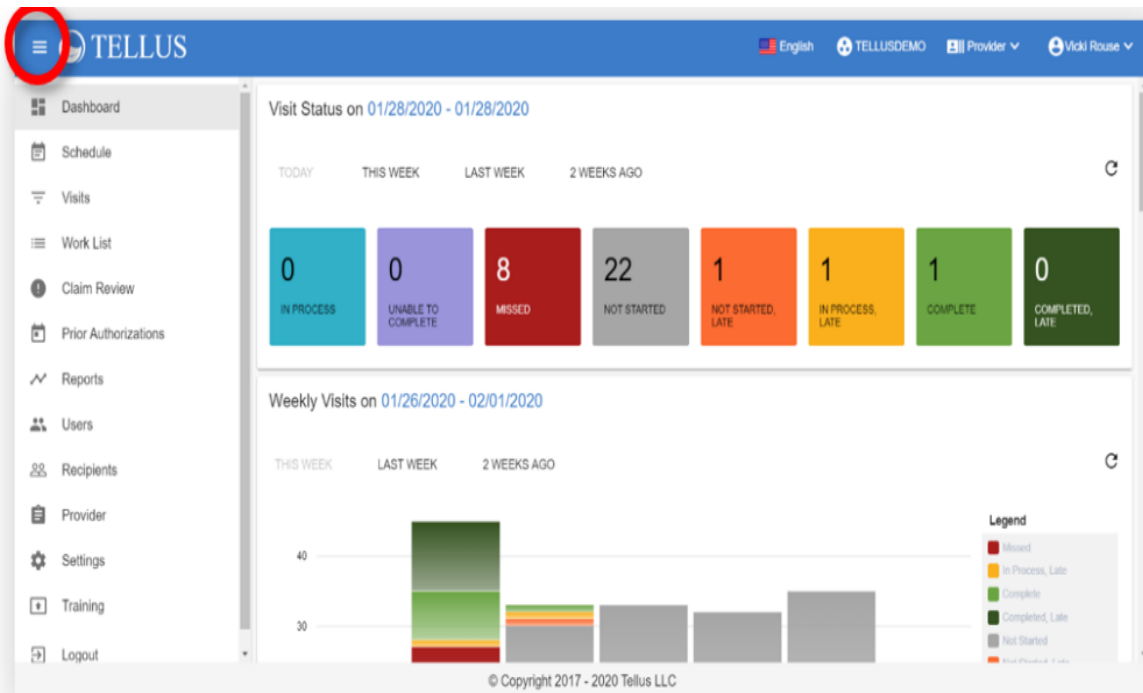
3. In the **Main Menu,** click on **Work List**:

4. In the **Work List** you will see a list of all completed visits from the EVV Mobile App. **Select all visits that you want "released" for payment**. The visit can only be released for payment if it matches the service authorization and will be listed as **matched**. If the visit does not match the service authorization or has a critical error message, the visit will be listed as **unmatched**, and the error must be resolved before the claim will be listed as matched, and can be released for payment.

5. If the visit is in **matched** status _and the calculated amount is the correct expected pay for the hour(s) worked_, check the box on the far left of that claim line, and the blue release buttons will become active. Select **release**, and the following box will appear indicating that the claim has been successfully released:
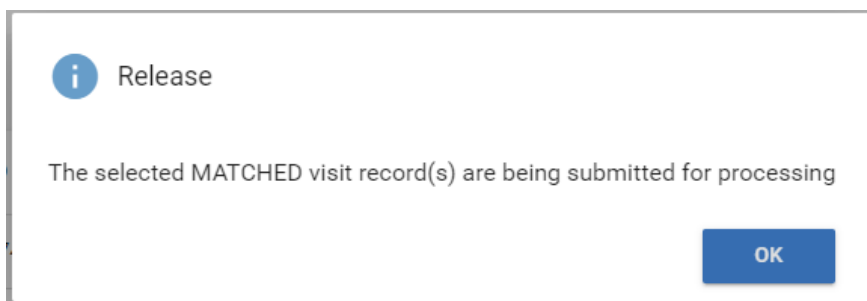
6. If the visit is in **unmatched** status, click on the claim you want to view, and a claim detail screen will open. Scroll through the claim details and see what needs corrections. **The fields with a pencil icon are fields you can edit**. If you get to the bottom of the claim detail and there are **blue exclamation mark(s),** there is an error that needs to be addressed by clicking on the exclamation mark:
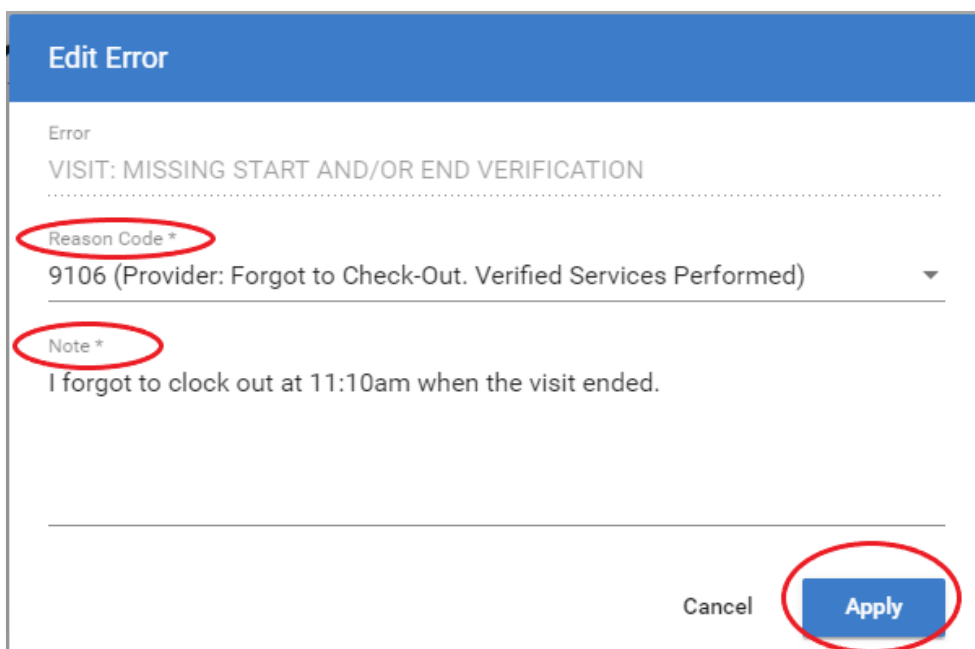
7. After you have clicked on the blue exclamation mark, and the **Edit Error** box will appear:

Reasons visits might not match:

i. Missing Start and/or End Verification, which means the provider did not check in or check out correctly. ***Note: Billable Units and Billable Amount must be manually entered for correct pay to be received.**

ii. The length of the visit is less than the minimum allowed by DHHS. Visits must be at least 15 minutes in length. This might occur if you accidently clocked in and clocked out.

iii. The address where service was provided and address on the scheduled visit do not match.

8. Enter the **Reason Code** from the drop down list and a **Note** explaining why the error occurred, then the **blue apply button** will be enabled for you to select:

9. After you have corrected the unmatched claim and it's now showing as matched, follow the directions in step 5 for submitting a matched claim.

10. You can use the **Claim Review** option to view claims as they go through claims processing:

    The following terms used in the Claim Review indicate where your claim is at in processing:

    i.   **Released:** The provider has released the claim for the visit (see step #4) and has given permission for Tellus to send the claim to DHHS for payment or denial.

    ii. **Submitted:** The visit has been "Submitted for Payment" to DHHS; this status will change to "Accepted" or "Rejected" when it has been received by DHHS.

    iii. **Accepted:** The claim has been accepted (approved) by DHHS and will be processed for payment.

    iv. **Rejected:** The claim was rejected (denied) by DHHS and payment will not be issued until errors are corrected.

11. **All claims that occurred on one day for a client must be released at the same time.**

12. Claims should be released by the provider by 11:59 pm CST each Monday for processing that week. Claims can be released at any frequency, but must be within 90 days of the date of service.

13. Please note that any payment amount that Tellus displays does not include any required deductions (FICA, overpayments, etc.)

Section 5: Additional Training and Contact Information

- For additional information, visit the EVV webpage at:
  http://dhhs.ne.gov/Pages/Electronic-Visit-Verification.aspx.
- For additional training, go to https://4tellus.com/ne-dhhs/
  - There's a chat function in the lower right corner of the Tellus website if you want to talk to a Tellus representative.
- Once you are registered and logged into the admin console, there are additional item specific trainings under "training" in the main menu of the Tellus EVV Dashboard.
- If you forget your password, you can reset your password through the mobile app logon screen, but tapping **Password Help**.
- Tellus Customer support can be reached at 1-833-483-5587 or info@4tellus.com. If you are sending an email or leaving a phone message, you need to specify your name, call back number and best times to reach you, provider ID number, specific details as to the reason for your call or email, and your ticket number, if you have one.
- To submit a ticket, on the Tellus website click on:
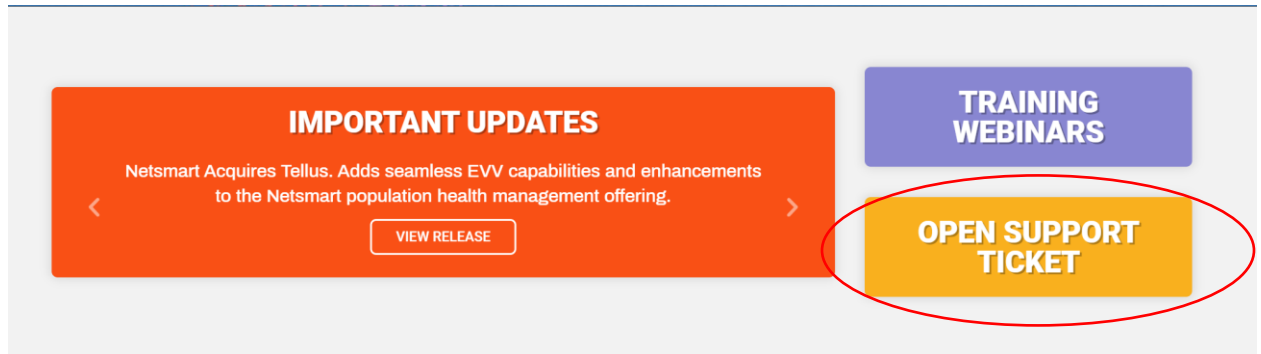
  Additional instructions are on the next two pages.
- EVV Questions for DHHS can be emailed to dhhs.medicaidfa-evv@nebraska.gov.
- Other questions can be directed to your assigned resource development worker or service coordination agency.

Tellus Support Portal Ticket Submission
Online Form to Submit Tickets

Contact Details

Please provide the contact details for the Agency or Individual requesting assistance.

First Name *

Last Name *

Best Phone Number to Reach You *

Your Email Address *

If you are an Independent Provider, just put your First and Last name here.

Provider Details

Please provide the below details for the Provider Agency

The Provider or Agency Name *

What State are you billing in? *

Do you have multiple office locations? *

○ Yes

○ No

Provider / Agency EIN or Tax ID *

Do not need to add anything

Provider Medicaid ID

If you do not have one, leave blank.

Do not need to add anything

Provider NPI Number

If you do not have one, leave blank.

Health Plan or Payer Name *

-Select-

Choose NE-DHHS

EVV Vendor Name

If you are using Tellus, put Tellus here

If you do not use the Tellus EVV mobile application, please provide the name of your EVV mobile app...

Problem Summary

Please provide step details describing the issue and steps needed to recreate.

Type of Problem being Reported *

-Select-

Pick one that best describe your issue

How Frequently does the issue occur?

○ Intermittent - Once in a while

○ Always

If your issue is ALWAYS, click Always

Please provide step by step details on what happens *

Please provide as much information as possible. Examples would be Recipient Impact, Vendor Examples of Visits sent

In detailed description, draft your issue and provide the type of phone you use. IE: iPhone / Android

Please attach any screenshots of examples of the issue you are experiencing

Drag & Drop (or) Choose File(s)

Please attach any screenshots of examples of the issue you are experiencing

If you know how to do a screenshot of the issue, you can upload them here.

Finally, click Submit!

Submit

Tellus will send you a ticket number through the email you provided to them.